

Minutes of the Food Services Committee

3:00 PM, Wednesday, September 26, 2018

Guillot University Center, Room 200

The Food Services Committee met on Wednesday, September 26, 2018 in Room 200 of the Guillot University Center. A quorum was established with attendance of the following members: Mr. Mike Nelson, proxy for Ms. Cindy Conlon (Business & Financial Affairs); Ms. Cala Flippo (International Affairs); Ms. Jennifer Irons (staff at large); Dr. Kevin Jacques (staff at large); Ms. Kendra McLain (faculty); Mr. Ken Starks (Chair; staff, Housing & Residence Life); and Dr. Rachel Winston (faculty). Other voting members present were Mr. Hunter "Tate" Gooch, proxy for Mr. Chase Holcombe (SGA President); and Ms. Winslet Herron (SGA); non-voting members present were Ms. Susan Breer (Director of Dining, Chartwells) and Ms. Daishu McGriff (Marketing Manager, Chartwells), proxy for Ms. Emily Williams.

Absentees were Dr. Kimberly Greenway (Acting Chief Student Affairs Officer), Ms. Prema Monteiro (faculty), Ms. Brooke Lyles (SGA), and Ms. Brooke Maupin (SGA).

Ken Starks, Chairman, called the meeting to order at approximately 3:00 PM.

Approval of Agenda

The agenda for today's meeting was approved unanimously after proper motions (Flippo and Breer) and vote.

Welcome Members and Give Introductions

Each committee member stated their name and department and were welcomed by Chair Starks.

Committee Charge

Chair Starks cited and briefly highlighted the purpose of the task committee. A handout was provided to members, taken directly from the Shared Governance Document (Revised 8/1/18), (una.edu/sharedgovernance).

Election of Vice Chair

The Chair asked for recommendations for the position of committee vice chair, stating that this person will assume the role of committee chair for the next year and needs to be a voting member. With his consent, Dr. Kevin Jacques was nominated by Dr. Winston then unanimously accepted as Vice Chair of Food Services Committee for 2018-2019 and therefore chair for 2019-2020.

Approval of Minutes of April 4, 2018

Mr. Starks presented the printed minutes of the last meeting which was April 4, 2018 for the committee's approval. Upon proper motion (Winston) and second (Irons), the minutes were approved unanimously. Note: No meeting was held on March 7, 2018 due to scheduling conflicts.

New Business

Update and Review from Chartwells – Ms. Susan Breer and Ms. Daishu McGriff

1. **Handouts** - Two handouts covered the fall survey and the October calendar of food events. The calendar is offered on the website and social media and printed copy is distributed throughout the residence halls. Dr. Jacques has asked about having more fun events on the GUC-side of campus to not only serve the commuter students but residential as well. Halloween is a fun season. Upcoming on Thursday, December 6, is late-night breakfast and they are asking for volunteers to work it. This is not a paid event by students. They did not have many volunteers last year but do need help. Faculty and staff volunteers who work the event will eat as well. Students do not need to use their meal plan for this event. It is a good time with music and games.

2. **Updates by venue:**

Panda Express – There is a new on-site manager for Panda Express and now Ms. Breer is more optimistic that food service will improve. A major drawback under the last management was that food was not ready to serve when the Food Court opened at 10:30 AM. Customers had to wait for food to cook. This was not acceptable with Chartwells and expectations were reiterated to Panda Express. Panda contracts under Chartwells so Panda Express hires their own staff.

Burger 256 – Late-night menu at Burger 256 is popular. So Chartwells will introduce some of the menu offerings as limited-time-offer (LTO) selections during the daytime. There is a lot of “push” during the daytime hours and they cannot do all of late-night items as well, even though there have been some requests for them. Hand-formed patties are no longer produced.

3. **Staffing** – Ms. Breer shared that Chartwells’ staffing experience reflects the marketplace. The current low unemployment rate affects worker turnover. Staffing turnover in the past year has been a challenge; new workers discover how difficult food service is and then do not return after a few days.
4. **Surveys** – Ms. McGriff introduced the survey plan for the 2018-2019 dining year. The survey has a new model. The annual survey has been re-branded Voice to Vision, beginning October 1. She has three student interns to help with the surveys. This annual survey is detailed and occurs in the fall, whereas the spring survey is based on OSI meetings which are focus groups, (which were done about the Einstein’s and Caffè Dallucci plans) in six meetings on two days and included commuter students along with residential students. Between the surveys and focus groups, consumers may text (e.g., Moe’s is out of chips). Foodie Feedback can take survey at each venue as pop-up surveys; and the “Happy or Not” machine will float between eating venues that uses emojis. Improvements are being made from the gained feedback. The “Happy or Not” feedback has been the most popular method so far.

Status of Caffè Dallucci at Collier Library

The name is corrected from Café de Luce to Caffè Delucci. A special shipment of refrigerated display cases from Austrian manufacturer is due by October 11 and then should open officially around October 22. Coffee making training is underway and coffee will be provided by Turbo Coffee, which has recently bought out the Lyons Coffee Company. Tea training is next by Piper & Leaf of Huntsville who will supply teas and are trying to develop a special UNA brew, possibly purple. Over the next two weeks, Chartwells will host flash mobs for taste sampling the drinks; look at social media presence for dates. Also on the tasting list are pastries, cakes and sandwiches. Feedback is greatly encouraged.

Meal Options for 2018-2019

Ms. Breer pointed out that the new meal plans were a bit confusing at the start of the semester but now all is going well. The Mane Market participation has increased this year, which indicates that students see the advantages in their meal plan. Ms. Herron asked for clarification on which plans have meal exchanges. The meal exchanges are for top tier plans where the meal plan is the bulk of the dining plan. Upperclassmen can choose any plan. Ms. Breer further explained that there is additional expense in retail brand that is not in Mane Market pricing.

Ms. Breer attributes success rates are also due to upperclassman students rediscovering Mane Market after not experiencing the dining hall since their freshman year, prior to Chartwells’ presence on campus.

Meal plan options for Appleby residents are not as attractive if they do not include the meal exchanges, since Mane Market is such a distance from these residence halls.

Status of Renovated Former Einstein Brothers Space in GUC – Einstein has been removed. The status is pending further collaborative decision based on the University’s development of the campus master plan. Chartwells wants to be consistent with the master plan. Mr. Nelson explained that project-focused efforts are underway. The caution is to not expend funds for a venue now that may not fit the strategic goals and then have to re-invent the space and/or food service. Therefore, further plans have been tabled pending the outlay of projects according to the master plan. (The Stone Lodge pub idea has also been tabled due to high cost of infrastructure renovations.)

Summer Meal Options

Ms. Flippo inquired about meal options for summer. Presently, Chartwells is undecided about whether to offer a summer meal plan; the UNA commitment is pivotal to their decision. Chartwells needs a firm commitment for the number of summer meals that will be required. Dr. Jacques pointed out that we had several athletes in summer school in July and suspects that we are looking at more athletes who will need to dine during the summer. The D1 food provision applies if there is on-campus dining. For 2018, Mane Market was only open to football, volleyball and men’s basketball players during July. The international students piggybacked on what the coaches were doing with their athletes. Ms. Breer pointed out that there is a distinction between May, June and July. It is costly to open the Mane Market during these months. The projection for camps is questionable. If Mane Market is open for

summer meal plans, then camp meals can be accommodated. An increase in camps would be desirable but then the turnaround time becomes a challenge.

Dr. Jacques pointed out that another restriction is that Mane Market seating is taken to the GUC for summer camps and SOAR. If two different lunch times, such as a time for cheer camps and a time for SOAR, since their schedules are very tight and lunch time is very limited. There are concerns that we need to be creative on how to feed everyone since we have growth goals for enrollment. For example, parents could eat separately from the students.

Announcements

The next meeting is set for October 10, 2018 at 2:00 PM in GUC 200. The November meeting was re-scheduled to November 14 at 2:00 PM due to the town hall meeting for all staff on the first Wednesday (November 7). A meeting may not be scheduled for December if members are satisfied with this semester's outcomes.

Adjourn

Mr. Starks adjourned the meeting at approximately 3:41 PM with motion and unanimous vote to adjourn.

Submitted by:

Veronica Allen, Committee Recorder

Attachments: Chartwells Handouts



Committee Charge



Chartwells Handouts
(2)